

Longton Medical Centre

Patient Participation Group

Tuesday 21 May 24, Manor Farm at 1.00 pm

Minutes

- Welcome and introduction of the new members
 - All attendees welcomed the new members
- Present- JB, LB, KB, ML, MH, CH, KH, KN, SN, CN, LR, DS.
- Apologies- BG, G/DP, GRA, JR, YS.
- Minutes of previous meeting
 - Agreed
- Matters arising
 - To be covered in the Surgery update
- Report from Surgery – (LR)
 - Staffing update, Building update
 - We now have 10 admin staff plus an additional role. We are therefore slightly over the usual staffing levels.
 - In June a new salaried GP is joining the practice and will be working 3 days each week.
 - In addition to the GP partners and salaried GPs we also have 3 trainees. They have 30 minute appointments and the Duty GP has time allocated each day to support them. **Action LR** – Question to the practice ‘will the trainees share that they are trainees?’
 - A part time Practice Nurse is joining in July so we will have an additional 3 days per week coverage supplementing the existing 5 days
 - GP Partners and the other salaried GP all cover 3 days per week.
 - The building work is progressing. New flooring has been laid in the old Crossroads areas and some decorating will be done next month. Eventually a full refurbishment will be undertaken, starting with the reception area.
 - The old Crossroads waiting room will be additional office space
 - Patient numbers post the Crossroads merger are now at circa 8500

- From Feb meeting (if not covered in matters arising) - Are we able to have a shorter timescale allocated for calls from the GPs (improvement on am or pm)
 - GPs will offer a call time but ask that patients are aware that the call may happen an hour before to an hour after the time slot. This improves the 'am or pm' allocation. Example: if the call is offered for 11.00am it may happen between 10.00 and 12.00
 - All GPs will share the calls with the Duty GP working on Patches
- Phone appointments – PPG to feedback if the calls are easier to hear now that all GPs have been given headsets
 - Feedback that call quality has been good
- Call back facility – PPG to feedback about use of call back facility
 - PPG members who have utilised the call-back facility were positive about the experience
- Survey – Was the short survey we received the only survey? How will results be fed back?
 - This was an interim survey not initiated by the surgery
- Delay in prescriptions being sent from the surgery to pharmacy – a couple of messages to say there were some delays around the Easter period. Has the blockage been resolved?
 - This was not a widely felt issue and appears to have been resolved
- Discussion - Could a zoom PPG offering open the group to more people? Could this perhaps be offered between the face-to-face meetings?
 - Generally positive feedback to the idea. **Action for CN and LR to take forward.**
- Reminder that September will be the AGM. Voting instructions and process will be circulated to members by 30 June2024
- AOB
 - LR asked if people had any feedback or information requests about the social prescriber role and activity. Nothing raised.
 - **Action LR** to provide an overview of each of the roles in the surgery
 - **Action LR** to check that minutes are anonymised before going on to the website

- Have we had any complaints/suggestions in the suggestion box? Not in this period.
- The self check in booth is to be relocated to a more central position in the surgery
- **Action LR** to check if the notice board 'ping' can be used to help patients waiting for their appointment to be called. Feedback that GPs have been having to come to waiting room to collect patients
- Are GPs able to check availability of drugs before writing a prescription? Not possible. The GP prescribes and the pharmacies have the awareness of the stocks and not the GP.
- There will be a drive on the use of the NHS app to allow patients to access their own records (NHS initiative)

Date of next meeting: 3 September 2024, provisional location Manor Farm (unless advised)